



Consolidated Technology Services • WA

## Service Announcement

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March 30, 2012

**TO:** Telecommunications Coordinators

**FROM:** Dan Davis, Manager  
Telephone Services

**SUBJECT:** Voice Mail Service

This service announcement provides initial notification that Consolidated Technology Services (CTS) intends to retire the SIMON voice mail service and implement new voice mail services to replace it.

For several years CTS has provided SIMON Voice Messaging service using a contract with Century Link (formerly Qwest). During this time, SIMON has been used to serve all Century Link Centrex offerings and the CTS Avaya Olympia Campus PBX system.

CTS has recently completed competitive acquisitions to replace the SIMON voice messaging service and intends to have the following replacement services in production and cutover by July 1, 2012.

- Voice mail service for the CTS Avaya Olympia Campus PBX system will be provided by the CTS staff using the Avaya Aura voice mail system. The Aura voice mail platform provides system prompts that are nearly identical to the existing SIMON system and optional advanced functionality such as unified messaging (voice mail to email) and speech recognition. The cost of standard voice mail service will be reduced from the current \$8.75 per box to \$3.83 a box effective July 1, 2012.
- Voice mail service for Century Link Centrex offerings will be provided by Integra Telecom using their commercial platform. The Integra system uses system prompts that are nearly identical to the existing SIMON system and also provides optional unified messaging. The cost of standard voice mail service will be reduced from the current \$8.75 a box to \$6.00 a box effective July 1, 2012.

CTS will continue to operate several existing Octel voice mail systems supporting standalone Nortel and Avaya PBX installations. The cost of standard voice mail service for these systems will be reduced from the current \$8.75 per box to \$6.00 a box effective July 1, 2012.

Additional information on scheduling of cutovers, functionality and other technical issues will be provided by separate correspondence.

Points of contact:

- CTS Campus PBX system voice mail: Renate Sherrer, (360) 407-8742
- Century Link Centrex voice mail: Cindy Connolly, (360) 407-8739